



## ***Information About***

### **Your Rights in Assisted Living Facilities**

#### **What is an Assisted Living Facility (ALF)?**

Assisted living facilities are non-medical residential settings that provide or coordinate personal and health care services, 24-hour supervision, and assistance for the care of four or more adults who are aged, infirm, or disabled. ALFs are licensed by the Virginia Department of Social Services (DSS).

#### **When Living in an ALF, You Have the Right to:**

- contact and visit with advocates from the Virginia Office for Protection and Advocacy;
- be free from abuse and neglect of any kind and to express any concerns without being threatened;
- be free of restraints except in case of emergency where your safety or the safety of others is at immediate and severe risk, or, with a doctor's order to treat a specific medical condition, so long as the restraint is needed to ensure your safety or the safety of others;
- be treated with courtesy and respect;
- privacy in your day-to-day activities, when using the phone, when visiting with others, and in sending and receiving mail;
- confidential treatment except when release of personal information is required by law or regulation, such as in your transfer to another facility;
- know what the rules for the facility are before you are admitted;
- know in advance what services the facility provides and what the costs for the services will be;
- manage your personal finances unless the Court has appointed someone else to do that for you;
- receive regular statements regarding financial transactions made by the facility on your account;
- be paid for any work you do for the facility and to refuse to do work for the facility. If you do work for a facility, there must be a written statement saying what you will be paid for the work you do.

- be part of social, religious, and community groups unless there are documented medical reasons why you should not be a part of that group;
- keep and use your own clothing and belongings unless there are space limitations or the use would violate rights of another resident;
- choose your own health care provider from reasonably available sources;
- take part in planning your own program of medical care and treatment and the right to refuse treatment;
- refuse to be a part of any experimental treatment or research;
- be free of drugs except when medically necessary and prescribed by a doctor with your consent;
- adequate, well-balanced meals;
- a safe and clean living environment;
- an individualized service plan, which meets your needs. You have the right to take part in developing that plan and to include others in its development;
- a maximum independence and help in achieving your maximum ability;
- help in planning for discharge or transfer to another facility;
- advance notice before discharge from the facility, except in emergency; and
- file a complaint if you feel that your rights have been violated.

### **How Do I File A Complaint?**

To file a complaint or for information, you may contact any of the following:

- DSS, Division of Licensing Programs, (800) 543-7545 (toll-free)
- DSS, Adult Protective Services Hotline, (888) 832-3858 (toll-free)
- Virginia Office for Protection and Advocacy (VOPA), (800) 552-3962 (toll-free)

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